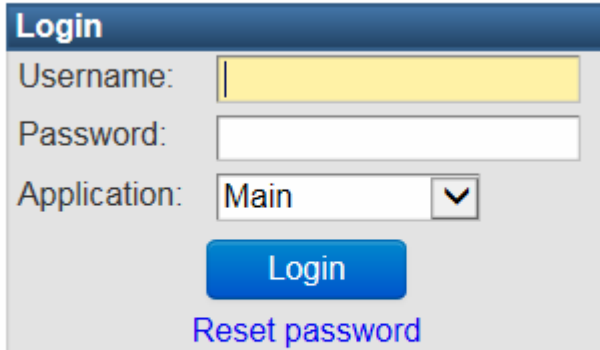


Reset Username:

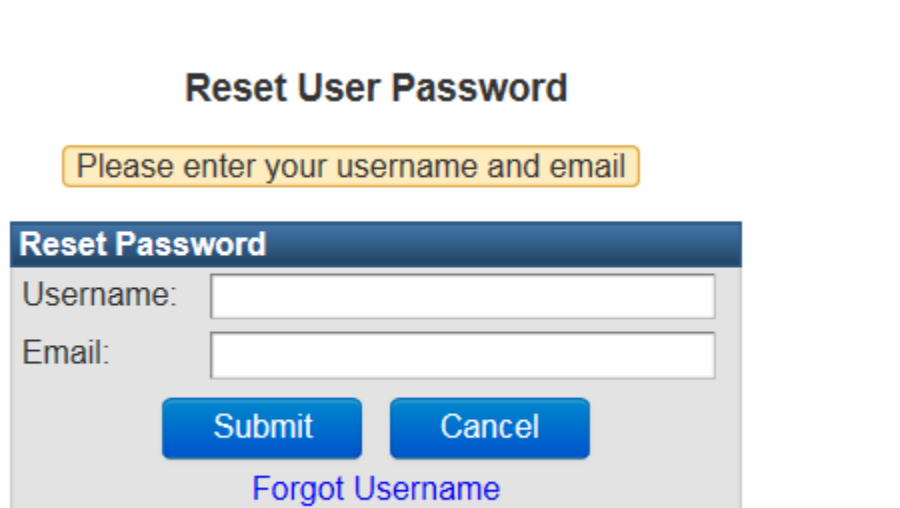
1. If user forgets their account name, they have to (intuitively) select “Reset Password” from the Main Dashboard.



The image shows a login form titled "Login" in a blue header. Below the header, there are three input fields: "Username:" with a yellow highlight, "Password:" with a white background, and "Application:" with a dropdown menu showing "Main" and a downward arrow. Below these fields are two buttons: a blue "Login" button and a blue "Reset password" link.

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2. On the next page click on “Forgot Username”.



The image shows a form titled "Reset User Password" in a blue header. Below the header, there is a yellow box with the text "Please enter your username and email". Below this box are two input fields: "Username:" and "Email:". Below these fields are two buttons: a blue "Submit" button and a blue "Cancel" button. Below the buttons is a blue "Forgot Username" link.

3. Then user has to enter an email address and select “Submit”.

Forgot Username

Please enter your email. If a matching username is found, it will be sent to you

Reset Password

Email:

- Then user will see message below and click on "Back".

Forgot Username

If a username matching the entered email address was found, you will receive an email shortly.
Please make sure that **yen.nguyen@dshs.state.tx.us** is the correct email address, since you will not receive an email if it is incorrect.

Reset Password

Click here to return to the login screen.

- Maven searches for a match of that email address, and if found, sends the username associated with that email address. User will look for an email from allen.irby@dshs.texas.gov with the subject "Your Username". When user opens the email, they will see:

"You have requested to receive your username. Your username is xxxxxxxx."